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PATENTS

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: )  
McIlwaine, et al. ) Examiner: Le, Karen L.  
Serial No.: 10/602,804 ) Art Unit: 2642  
Filed: June 24, 2003 ) Confirmation No. 1098  
For: Method and System for Scheduled )  
Delivery of Training to Call Center Agents )

**INFORMATION DISCLOSURE STATEMENT**

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Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. Applicants have not enclosed a copy of any cited U.S. patents or U.S. patent application publications. Applicants have enclosed a copy of each cited foreign patent document and non-patent literature.

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Respectfully submitted,

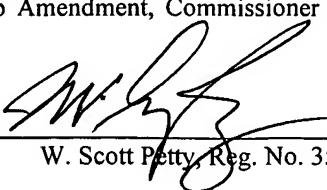


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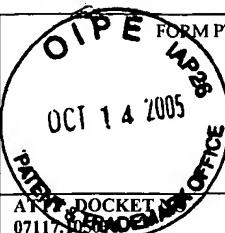
King & Spalding LLP  
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404.572.4600  
K&S Docket: 07117.105014 US CON  
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## LIST OF INFORMATION DISCLOSED BY APPLICANT

*(Use several sheets if necessary)*

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APPLICANT McIlwaine et al.		GROUP 2642

### U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
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AJ						

### FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES      NO
AK					
AL					
AM					

### OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AN		
AO		
AP		
AQ		

EXAMINER	DATE CONSIDERED
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